

- ❖ **Troubleshooting Emails. What if I cannot login to my email?**
  - Verify you have an internet connection by going to a webpage.
  - Check that your CAPS LOC is not on.
  - Verify your email and password by contacting your Department Head or Carol Messemer at 765-342-2861.
- ❖ **Submitting a website update. How and who do I contact?**
  - To ensure that updates are completed quickly, it is preferred to receive update requests via email so that we have a record of what was requested and when it was requested.
  - To ensure rapid handling and accuracy, put the words 'website update' in the subject line of your email.
  - Everyone: Report any suggestions, corrections, and updates requests to your Department Head.
  - Department Heads: All updates and maintenance requests must be approved by the Mayor's office through Carol Messmer via email at [secretary@martinsville.in.gov](mailto:secretary@martinsville.in.gov) or 765-342-2861.
- ❖ **Can't I just email the Designer who created my website directly for an update?**
  - Yes, however, our Designer will forward the update to the Mayor's office for approval, causing delays in the request.
  - Our Web Site Designer has been instructed to work exclusively with the mayor's office.
  - Once our website is completed, it will be maintained on an on-going basis.
- ❖ **How can I add or update reports, agendas, minutes, and/or forms for my department?**
  - If you have the electronic copy of the document, please submit it as an attachment with a website request.
  - If you have a hard copy, please drop it off at the Mayor's office and we will convert it into an electronic form.
  - Text to be added to your website: please send it in an editable digital format such as a Word document or Notepad document attached to the email, or even within the body of the email itself (as opposed to fax or PDF).
- ❖ **How can I ensure that my update is completed the way I want it to be done?**
  - To eliminate confusion, please ensure that when you send in an update request that you include enough information so that it can easily ascertain exactly what is needed to make your change.
  - For example: If you need a picture changed out on a specific page in your website, then include the specifics in your email, stating which page the picture is on, which picture you want replaced, and include the picture you want to replace it with (or give specific instructions of where the picture is that you want used as a replacement).
  - If you have text that you want added to a page, then include that exact text, and be specific when stating where you want it to go, including the page you want it on, and where on the page (such as the 3rd paragraph down before the sentence "Blah blah blah..")
- ❖ **I have a number of changes this month, how should I send these in?**
  - If you have a list of things to update, please ensure that it is laid out on separate lines in an easy to understand format and be sure to include each page that you want the changes to be made to - ideally, you would include the exact page link to ensure exact accuracy such as <http://martinsville.in.gov/parks.htm> - this way, we can go to the exact page while reviewing your request.
- ❖ **How long will it take to get my update completed?**
  - Usually it will be completed within 2 business days if the above guidelines are followed. Sometimes it takes longer if we have to clarify what is being asked and the request was not submitted to the correct location
  - It can also take longer if the request is complex or not clear.
  - But, generally most updates will be completed within 2 business days.
- ❖ **I sent in an email today, can't I have my update done right away?**
  - Normally we allow up to two business days.
  - In the event of an emergency where content has to be removed or changed immediately, it will be done right away (as long as it is simple and factually an emergency), however, this depends on the number of updates that are pending.
  - Updates are time-stamped as they arrive and they are handled oldest to newest.
  - Most times an update immediately, other times it may take 24 hours to get it done.

However, those who follow these guidelines, the easiest is to service you